(c) BSNL has reported that although BSNL has started ILD operations, separate accounting of ILD segment is not maintained at present.

TRAI'S attempt to enforce functional order in telecom services

2451. SHRI THENNALAG BALAKRISHNA PILLAI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether TRAI has attempted to regulate inter-connections between different operators and ensure minimum standards of service and connectivity to subscribers;

(b) whether the Telecom Dispute Settlement and Appellate Authority has overturned TRAI's attempts to enforce a functional order in telecom services; and

(c) the reasons for Government remaining passive on such a vital issue?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) Telecom Dispute Settlement and Appellate Tribunal (TDSAT) has adjudicated the dispute within the framework of Telecom Regulatory Authority of India (TRAI) Act, 1997 as amended in 2000 and held that adjudication of dispute is within jurisdiction of the TDSAT and the powers of TRAI in relation to fixation of terms and conditions of interconnection as well as direct connectivity are subject to conditions of the licence and the existing agreements between the operators.

(c) All the operators are expected to provide interconnection facilities to one another within the framework of interconnected agreement between the operators. Further all the stakeholders including TRAI has to work within the framework of TRAI Act, 1997 as amended in 2000.

New schemes for postal services

2452. SHRI KALRAJ MISHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are taking any special efforts to ensure better services to its customers in postal services;

(b) if so, the details thereof;

(c) if not, the reasons for which Government are not willing to introduce new scheme; and

(d) the manner in which Government would make its own staff more capable after entry of private players in various postal services, i.e. courier, speed post, parcel, etc.?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) In line with the requirement of different segments of customers, over a period many new services have been introduced. Some of the premium products introduced over the years by India Post include Speed Post, Business Post, Express Parcel Post, Retail Post, Media Post, Greeting Post etc. E-Post service was introduced by the Department to bridge the digital divide. Besides the services already being provided, the Department has recently introduced Logistics Post and Direct Post Service. Depending on the needs of the customers, value additions like free pick up, credit facility, track and trace etc. are provided to the existing products.

The Department is implementing a project to computerize and network post offices. Ergonomics in the post offices have also been improved. Mobile PCO facilities have been provided through Grameen Dak Sewaks in many Circles in select post offices. Steps have been taken to ensure availability of adequate number of forms and stationery in post offices, training of Post Office Savings Bank staff and educating the investor in respect of the basic features of the savings and financial schemes. To establish India Post as a friendly neighbourhood one stop financial service provider, some post offices have been remodelled as finance marts providing post office savings bank and other services.

(e) Does not arise in view of (b) above.

(d) Special attention is being accorded to human resource development. Six postal training centres conduct special induction and in service training programmes for the officials of the postal service to improve the quality of postal service and enhance citizen satisfaction.